



***Job Analysis Report***  
***for***  
**Service Technician**

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## Job Match Pattern Description For Service Technician

The shaded boxes on each scale represent the Job Match Pattern for this position. The Employee Description for each scale describes the employee who would fall into the indicated Job Match Pattern. The Scale Description provides insight into the meaning of each scale and will help you understand this employee relative to the scores on each scale.

### Thinking Style



**Employee Description:** Employees who can train within normal limits and yet may occasionally require closer attention when learning new material.

| Low  | Scale Description – Learning Index  | High  |
|--|---|---|
| <p>Repetition and hands-on learning can be effective in training</p> <p>Achieves best through learning that is specific to the job</p> | <p>This is an index of expected learning, reasoning and problem solving potential; a composite of the scores for Verbal Skill, Verbal Reasoning, Numerical Ability, &amp; Numeric Reasoning.</p> <p>Learning Index is a tool that suggests how to provide an employee training and assign tasks. It is important to target the employee's best thinking mode to encourage better results.</p> | <p>Strong capacity to adapt quickly in a learning situation</p> <p>Typically finds it easy to learn the requirements of a new job situation</p> |

## Thinking Style (cont'd)

### Verbal Skill



**Employee Description:** Employees who communicate within normal expectations and are also comfortable communicating the more complex aspects of their routine functions.

| Low  | Scale Description – Verbal Skill   | High  |
|--|--|---|
| <p>Can be slow and deliberate in communicating ideas</p> <p>Most communications are concrete and straightforward</p> | <p>This is a measure of verbal skill through vocabulary. It describes how proficient one is in utilizing words.</p> <p>Verbal Skill is a reliable guide for determining communication style both to and from an employee. Your communications should vary according to the employee's strength in this area.</p> | <p>Capable of precise communication, even under strict time constraints</p> <p>Competent in Making analyses involving written and verbal data</p> |

### Verbal Reasoning



**Employee Description:** Employees who are capable of discerning the important elements in basic communications and routine verbal instructions.

| Low  | Scale Description - Verbal Reasoning  | High  |
|--|---|---|
| <p>May require more time to assimilate new information of a verbal or written nature</p> <p>May be less proficient in information gathering techniques</p> | <p>Relates to using words as a basis in reasoning and problem solving. It describes one's ability to process verbal information in order to come to new conclusions.</p> <p>One may expect that the more decision-making required in a job, the greater the need for complex verbal skills.</p> | <p>Strong information gathering ability</p> <p>Assimilates verbal information rapidly</p> <p>Can abstract conclusions from verbal information more proficiently than others</p> |

## Thinking Style (cont'd)

### Numerical Ability



**Employee Description:** Employees who utilize routine numerical information in their work and who may occasionally be required to perform more complex calculations.

| Low  | Scale Description - Numerical Ability  | High  |
|--|--|---|
| <p>Using mathematics can be challenging</p> <p>Figuring numerical problems may require the use of a calculator</p> | <p>This is a measure of numeric calculation ability and how well an individual works with numbers.</p> <p>How one scores on this scale should be a sign of how efficient one may be in dealing with numerical calculations in his or her work.</p> | <p>Quick in mentally determining mathematical solutions to problems</p> <p>Demonstrates a sound understanding of basic mathematical processes</p> |

### Numeric Reasoning



**Employee Description:** Employees who can make decisions based on basic numerical data and who understand the basic implications of charts and graphs that explain such data.

| Low   | Scale Description - Numerical Reasoning  | High  |
|---|--|---|
| <p>May overlook the implications derived from a set of numerical data</p> <p>May be comfortable using simple calculations for problem solving</p> | <p>This scale measures an individual's ability to use numbers as a basis in reasoning and analysis.</p> <p>Numerical Reasoning refers to the skills needed to analyze data and extract meaning from a diverse set of numerical information. Utilizing raw data to determine a forecast or projection is a good example of Numerical Reasoning at work.</p> | <p>Demonstrates little difficulty in assimilating new information of a numerical nature</p> <p>Can process numerical data to reach conclusions or understand inferences</p> |

## Behavioral Scales

### Energy Level



**Employee Description:** Employees who respond well to demands on their time and generally work at a brisk pace.

| Low  | Scale Description – Energy Level   | High   |
|--|--|--|
| Patient<br><br>Good with methodical processes<br><br>Good task focus | <p><b>Energy Level</b> demonstrates a tendency toward restlessness, activity and drive. This scale deals with issues such as efficiency, time utilization, and a capacity for a fast pace.</p> <p>When the Energy Level of the employee matches the pace of the workplace, their performance should be more effective.</p> | Self starter<br><br>Multi-tasker<br><br>Self-motivated |

### Assertiveness



**Employee Description:** Employees who are somewhat willing to lead others, but most comfortable when given the chance to take direction from others.

| Low  | Scale Description - Assertiveness  | High   |
|--|--|--|
| Willing to accept a leader<br><br>Diplomatic<br><br>Low need to control others | <p><b>Assertiveness</b> is identifiable as a measure of generalized confidence. It is often associated with expressed influence and the tendency to take charge of situations.</p> <p>One's desire to influence others is often expressed through Assertiveness.</p> | Comfortable with self expression and leadership<br><br>Competitive<br><br>Achievement oriented |

## Behavioral Scales (cont'd)

### Sociability



**Employee Description:** Employees who are somewhat reserved, but capable of presenting ideas and viewpoints to others with some motivation derived by working with others.

| Low   | Scale Description - Sociability   | High  |
|---|---|---|
| Avoids small talk<br>Keeps to one's self<br>Is less likely to be frustrated by a lack of social contact | <p><b>Sociability</b> is a measure of one's reliance upon interpersonal contacts and work that involves group-oriented endeavors.</p> <p>Sociability speaks to one's need for affiliation and cooperative activities.</p> | Conversational<br>People oriented<br>Comfortable working in a group setting |

### Manageability



**Employee Description:** Employees who are effective without direct management, yet welcome some structure and supervision as needed.

| Low  | Scale Description - Manageability   | High  |
|--|---|---|
| Can be cautious with authority figures<br>Tends to defend point of view<br>Willing to question when not in agreement | <p><b>Manageability</b> is a measure of how one reacts to the limits placed by authority and one's acceptance of conventional opinion.</p> <p>Some positions may require a strong level of compliance while others expect one to question the status quo. Matching this benchmark implies that the appropriate level of Manageability is met.</p> | Cooperative and agreeable<br>Works within the rules<br>Comfortable with authority |

## Behavioral Scales (cont'd)

### Attitude



**Employee Description:** Employees who respond appropriately to motivational efforts of management, yet are primarily capable of working without expressing a particularly positive attitude.

| Low  | Scale Description - Attitude  | High   |
|--|---|--|
| Sometimes skeptical<br><br>Can be critical of others<br><br>Often vigilant | <p><b>Attitude</b> measures the degree one is willing to demonstrate trust toward others. It relates to the tendency to maintain a positive view about people and outcomes.</p> <p>We are speaking specifically about the tendency one has for trusting in the motives of others and the outcomes of our endeavors.</p> | Optimistic<br><br>Trusting<br><br>Relaxed social style |

### Decisiveness



**Employee Description:** Employees who are capable of making timely responses but are quite comfortable using a methodical approach to make decisions.

| Low  | Scale Description - Decisiveness  | High   |
|--|---|--|
| Not typically impulsive<br><br>Prefers a methodical approach<br><br>Analyzes before making a decision. | <p><b>Decisiveness</b> reflects how confident one is in accepting the risk of making a decision in a timely fashion using the available information.</p> <p>It also reflects one's willingness to risk failure or misjudgment for the sake of timeliness.</p> | Moves quickly when making decisions<br><br>Accepts risk in most situations |

## Behavioral Scales (cont'd)

### Accommodating



**Employee Description:** Employees who can appropriately accommodate the needs of customers and co-workers, and also appreciate the occasional need to take a personal position that is different than the group's position

| Low  | Scale Description - Accommodating   | High   |
|--|---|--|
| <p>Can seem too firm</p> <p>May be disagreeable on occasion</p> <p>Will not typically follow the group just to get along with others</p> | <p><b>Accommodating</b> is often associated with a concern for group accountability. A willingness to consider the needs of all group members and be a good team player.</p> <p>While some jobs require an individual to be consistently cooperative and easygoing, other positions require a more persistent and headstrong style of work.</p> | <p>Cooperative</p> <p>Harmonious</p> <p>Likeable</p> |

### Independence



**Employee Description:** Employees who are moderately independent yet can accept necessary supervision and structure.

| Low   | Scale Description - Independence  | High   |
|---|---|--|
| <p>May seek support</p> <p>Cautious or reserved</p> <p>Accepts supervision easily</p> | <p><b>Independence</b> defines the manner in which an individual prefers to be directed by others and one's potential to accomplish tasks with minimal supervision.</p> <p>It is the tendency to be either self-reliant or to seek out guidance before taking action.</p> | <p>Adventurous</p> <p>Slow to follow</p> <p>Likes to set own direction</p> |

## Behavioral Scales (cont'd)

### Objective Judgment



**Employee Description:** Employees who are effective when able to make decisions based more on intuition than objective measures.

| Low  | Scale Description - Objective Judgment  | High  |
|--|---|---|
| Subjective<br><br>Will follow a hunch<br><br>Not overly bound by systematic thinking | The <b>Objective Judgment</b> scale reflects a willingness to make use of reason and logic versus intuition. This may be referred to as the balance between thinking through a situation or going with one's feelings.<br><br>The Objective Judgment scale describes the problem solving style people take in their work. One should realize that this is not a measure of intelligence, but how one approaches making solutions. | Comfortable with a logical approach<br><br>Unemotional thinking |

## Occupational Interests

The Interest section assesses a person's relative concentration between the six interest areas for the Job Match Pattern under consideration. The top three interests in descending order are: **Mechanical**, **Financial/Admin** and **Technical**. The other three interests, Creative, Enterprising and People Service have no impact on this position.



**Mechanical** – Indicated interest in working with tools, equipment and machinery.



**Financial/Admin** – Indicated interest in activities such as organizing information or business procedures.



**Technical** – Indicated interest in scientific activities, technical data and research.

**Employee Description:** Employees may be attracted to positions that allow them to work with details, systems and methods for standard business practices, especially in the industrial/technical arena. Their interest focus lies among the Technical, Financial and Mechanical themes on the ProfileXT. This is a common pattern for those who enjoy operations responsibilities and who enjoy the detailed, technical aspects of solving problems, setting up systems and establishing methods in the technical/industrial world.

## Graphic Summary Service Technician

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### Thinking Style

|                   |  |   |   |   |   |   |   |   |   |  |
|-------------------|--|---|---|---|---|---|---|---|---|--|
| Learning Index    |  |   | 3 | 4 | 5 | 6 | 7 |   |   |  |
| Verbal Skill      |  |   |   |   | 5 | 6 | 7 | 8 | 9 |  |
| Verbal Reasoning  |  |   | 3 | 4 | 5 | 6 | 7 |   |   |  |
| Numerical Ability |  |   |   | 4 | 5 | 6 | 7 | 8 |   |  |
| Numeric Reasoning |  | 2 | 3 | 4 | 5 |   |   |   |   |  |

### Behavioral Traits

|                    |  |  |   |   |   |   |   |   |   |  |
|--------------------|--|--|---|---|---|---|---|---|---|--|
| Energy Level       |  |  |   |   | 5 | 6 | 7 | 8 | 9 |  |
| Assertiveness      |  |  | 3 | 4 | 5 | 6 |   |   |   |  |
| Sociability        |  |  | 3 | 4 | 5 | 6 |   |   |   |  |
| Manageability      |  |  | 3 | 4 | 5 | 6 | 7 |   |   |  |
| Attitude           |  |  |   | 4 | 5 | 6 |   |   |   |  |
| Decisiveness       |  |  | 3 | 4 | 5 | 6 |   |   |   |  |
| Accommodating      |  |  |   | 4 | 5 | 6 | 7 |   |   |  |
| Independence       |  |  |   |   | 5 | 6 | 7 | 8 |   |  |
| Objective Judgment |  |  | 3 | 4 | 5 | 6 | 7 |   |   |  |

### Occupational Interests

#### Interests Ranking

#### Top three interests for this position

|                 |  |  |  |  |  |  |  |  |  |  |
|-----------------|--|--|--|--|--|--|--|--|--|--|
| Mechanical      |  |  |  |  |  |  |  |  |  |  |
| Financial/Admin |  |  |  |  |  |  |  |  |  |  |
| Technical       |  |  |  |  |  |  |  |  |  |  |

#### Lowest three interests for this position

|                |  |  |  |  |  |  |  |  |  |  |
|----------------|--|--|--|--|--|--|--|--|--|--|
| Creative       |  |  |  |  |  |  |  |  |  |  |
| Enterprising   |  |  |  |  |  |  |  |  |  |  |
| People Service |  |  |  |  |  |  |  |  |  |  |

The Job Matching process for Interests is concerned with the top three interests of a Job Match Pattern and how closely a candidate's top three interests match. The three top interests for this Pattern are indicated and ranked from top to bottom.